Saskatchewan
Labour

Occupational Health
and Safety

Health and Safety Orientations

A Guide for Employers

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Please note

Remember that this publication doesn't replace the Act and regulations. You still need to refer to the legislation to find out exactly what requirements apply to your organization. To order a copy of the legislation, contact:

Queen's Printer
1st Floor, 1871 Smith Street
Regina, Saskatchewan S4P 3V7
Phone: (306) 787-6894
Toll free in Saskatchewan: 1-800-226-7302
Fax: (306) 787-9779
www.qp.gov.sk.ca

Workplaces with ten or more workers listed in Table 7 of the Appendix to *The Occupational Health and Safety Regulations* must have an occupational health and safety program. If you must implement a program, read *Elements of an Occupational Health and Safety Program,* and *Setting Up An Occupational Health and Safety Program: A Guide*. The Occupational Health and Safety Division provides both publications. For related regulatory information, read *The Occupational Health and Safety Act*, Part III; and *The Occupational Health and Safety Regulations*, Part IV, and section 22.

Industries under federal jurisdiction — such as transportation, broadcasting, and telecommunications — are governed by *The Canada Labour Code.* If you work in a federally regulated industry, please contact the appropriate agency for information, or visit the Human Resources Development and Canada web site at: www.hrdc-drhc.gc.ca.

Introduction

Orientation (sometimes called an *induction*) is the process of introducing new, inexperienced, and transferred workers to the organization, their supervisors, co-workers, work areas, and jobs.

The initial period of employment is critical. During this phase, each worker develops the knowledge, skills, attitudes, and abilities that are necessary to work successfully. Unfortunately, many workers are killed or injured every year because they aren't properly informed about workplace hazards or properly trained to do their jobs safely.

This is why planning and organizing an effective orientation is vital to accident prevention, particularly when a worker starts a new job or returns after an extended absence. Pay particular attention to workers:

- transferred to jobs or work areas they are unfamiliar with
- returning from an extended period away from work
- who are new to the work force

To help make the workplace healthier and safer, *The Occupational Health and Safety Act, 1993* and *The Occupational Health and Safety Regulations, 1996* require the employer to provide all new, inexperienced, and transferred workers with a comprehensive health and safety orientation. Basic orientation requirements are set out in section 9 of the Act and in regulations 15, 16, 18, and 19. The employer must:

- provide workers with any information the employer knows (or may reasonably be expected to know) that could affect workers' health and safety, including information about workplace hazards and regulatory requirements (including workers' rights and responsibilities)
- train[1] workers to work and act safely and comply with workplace requirements.

Orientations are usually provided by supervisors and monitored by human resources personnel.

[1] **"Train"** means to give information and explanation to a worker with respect to a particular subject-matter and require a practical demonstration that the worker has acquired knowledge or skill related to the subject-matter.

How to use this guide

This guide will help:

- employers and supervisors to orientate and train workers
- workers to understand what to look for in an orientation
- occupational health committees, worker occupational health and safety representatives, and human resources personnel to check the effectiveness of orientations
- teachers become more aware of what information should be provided to their work placement students

Read this booklet for general information and use the checklist in the Appendix to deliver the required material.

Organizing an orientation

- Initial
- During the first week or so
- Ongoing
- An example of how to organize an orientation

Introduction

This section provides an overview of what to include in an orientation and how to organize one.

Since people learn at different rates and in different ways, it is difficult to establish a firm orientation timetable or master lesson plan. However, you must have some systematic method to ensure every orientation provides the right material at the right time.

When you plan an orientation, try to avoid "information overload." Don't try to cover everything at once. Consider spreading your orientation over several days or a week or two. Give information in small "chunks." Make your points brief and easy to understand. Repeat critical information from time to time to promote understanding.

Think about asking a reliable, safety conscious worker to be the new employee's "safety buddy" or partner in case the worker has questions. A buddy system may help the new, inexperienced, or transferred worker to "pick up" safety conscious attitudes and work practices, as well as respect for the hazards of the job.

Initial

When the employee starts working for the organization or begins a new job:

1. Give the worker general health and safety information about the business, the products and services, and the job.
2. Provide the health and safety information required by the legislation.
3. Tell the worker that you will be available for questions.

During the first week or so

1. Arrange training that will cover the following:
   - the job description
   - health and safety performance expectations
   - safety requirements for the use of tools, equipment, machinery, personal protective equipment, and materials
2. Deal with questions from the employee and make sure that he or she understands critical information.
3. Facilitate any general training the worker will need to work and act safely in your workplace. For example, arrange for the worker to receive general Workplace Hazardous Materials Information System (WHMIS) training.
4. Begin workplace-specific training. You may wish to introduce the worker to his or her "safety buddy" at this point.
5. Supervise the worker closely to ensure understanding. Remember that new and inexperienced workers require more supervision than experienced workers do.
6. Correct unsafe activities and reinforce safe work practices.

Ongoing

- Monitor performance to ensure that work is being done safely. Repeat critical information when required to make sure the worker doesn't forget it.
- Update workplace orientation and training as conditions change.
- Provide refresher training.

An example of how to organize an orientation

The following flowchart shows one way of organizing an orientation. Adapt it to suit your needs.

General orientation

Hours of work and time keeping	Pay procedures	Collective agreement	Annual vacation	Public holidays	Sickness and absences
Employment contract	Telephones	Parking and public transport	Smoking rules	Lunch facilities	Locker rooms and toilets
Workplace tour and introductions	Personal information form	Computer use	Security	Social activities	Introduction of the worker's "buddy"

General health and safety orientation: required information

Workplace hazards	General duties of employer	General duties of worker	Right to know, participate, and refuse	What to do with concerns	Procedure for exercising right to refuse
Role of worker in OHS system	Safety and performance evaluation	Policies, programs, procedures	Harassment policy	Violence policy	OHS program
Regulations applying to job	Location of legislation	Workplace committee or representative	How to contact committee or representative	Committee bulletin board	Right to contact an occupational health officer

General health and safety training

Emergency procedures	First aid facilities	Prohibited or restricted areas	Associated safety rules	Housekeeping requirements	General WHMIS information
MSDSs and how to access them	Specific WHMIS training	Reporting accidents and near misses			

Workplace-specific health and safety training

How to do the job safely	Specific regulations	Specific work rules of the employer	Handling controlled products	Handling other products	Personal protective equipment (PPE)
Emergency showers, etc.					

Summary

An effective orientation can help prevent accidents and illnesses. Have a plan to make sure every orientation will provide the right information when it is needed.

Remember not to cover everything at once. Consider spreading your orientation over several days or a week or two. Give information in small "chunks" to avoid "overload."

Start by providing general health and safety information about your business. Include information required by the legislation. Then provide specific information dealing with the employee's work.

During the first week, train the worker about health and safety matters affecting his or her job, including how to handle tools, equipment, and machinery. Deal with questions from the employee and make sure that he or she understands critical information. Facilitate any general training the worker will need and arrange for the worker to receive general WHMIS training. Supervise the worker closely to ensure understanding of hazards in the job or work area and to correct unsafe practices.

When the worker is ready, start workplace-specific training to equip the worker to work safely. Consider using a buddy system to help the new or inexperienced worker learn safe work practices and attitudes. Repeat critical information when needed to make sure the worker doesn't forget it.

After the training is finished, monitor performance to ensure that work is being done safely. Update workplace orientation and training as conditions change.

Providing information and training

- What information must be provided?
- What training must be provided?
- How can the employer follow-up?

Introduction

This section reviews general information and training that an orientation must include to meet regulatory requirements.

The Appendix has an orientation-planning checklist that includes key requirements of *The Occupational Health and Safety Act, 1993* and *The Occupational Health and Safety Regulations, 1996.*

For information about the rights of workers to include in an orientation, read the *Occupational Health Committee Manual*, available from Saskatchewan Labour's Occupational Health and Safety Division.

What information must be provided?

Tell workers about:

- anything in your organization that could affect their health and safety, such as hazards in the workplace and in their jobs
- their rights under the legislation, including the right to know, participate, and refuse
- how they will be involved in health and safety (introduce them to their worker's occupational health committee member or the worker health and safety representative)
- requirements, including the worker's regulatory responsibilities and any health and safety procedures, plans, policies, and programs at the workplace
- any prohibited or restricted areas, tools, equipment, and machinery
- precautions the workers must take to protect themselves from physical, chemical, or biological hazards at the workplace

Tell workers how to handle health and safety concerns

When new or inexperienced workers see an unsafe condition, they should be encouraged to follow these steps:

1. Control the hazard if the worker has the authority, training, and experience to do so.
2. If the worker can't control the hazard, report it to the supervisor for corrective action.
3. If the problem is not corrected, contact the occupational health committee or worker health and safety representative.

What training must be provided?

Train workers about how to protect themselves from hazards in the workplace and in their jobs. This must include:

- training that is needed for the workers to protect themselves from physical, chemical, and biological hazards at the workplace, including general and workplace-specific WHMIS training
- safe work procedures, including:
  - the use, maintenance, and limitations of any personal protective equipment (PPE) they must use
  - health and safety requirements for any prohibited or restricted areas, tools, equipment, and machinery that affect the worker
- what to do if there is a fire or other emergency
- what to do, who to see, and where to go if they need first aid

How can the employer follow up?

Make sure new or inexperienced workers:

- have a competent supervisor who will give them more supervision than experienced workers until they can work safely
- follow your requirements (such as rules and safe work procedures)
- understand and comply with applicable legislation
- ask for help and advice when in doubt

Ask the occupational health committee or worker health safety representative to help you monitor the effectiveness of your orientations. Ask orientated workers to suggest improvements. Review and update your orientation information, plans, and procedures regularly to meet changing circumstances.

Summary

To protect new, inexperienced, and transferred workers, the legislation requires employers to provide certain information and training.

The legislation requires the employer to inform each worker about anything in the organization that could affect their health and safety and to train them to control the risks of harm.

The employer can make an inventory of what to cover in an orientation by reviewing things like:

- applicable legislation
- workplace hazards
- tools and technologies of production
- workplace requirements

The employer should follow up on the orientation to make sure that workers are being supervised effectively and are following requirements.

The occupational health committee or worker health and safety representative can help the employer check the effectiveness of the orientation.

Notes

Appendix

- Orientation Checklist
- Legislation
- Resources

Orientation Checklist	
Employee	**Supervisor or person providing orientation**
Work area	**Date of orientation**

Topic	COVERED	
	YES	NO
1. Fire and other emergencies		
a) Types of fire and emergency plans in the organization:		
b) Location of stairwells to be used for evacuation:		
c) Location of fire hoses and extinguishers:		
d) Name of local fire marshal(s):		
e) What to do if there is a fire or emergency, including evacuation procedures:		
2. First aid		
a) Where first aid kits and logs are located in the work area:		
b) Names of those with first aid training in the work area:		
c) Procedure for using first aid supplies and entering information in the		
first aid log:		
d) Procedures for reporting accidents and "near misses":		
e) How to access emergency facilities provided by contractors:		

Topic	COVERED	
	YES	NO
3. Prohibited or restricted areas, tools, equipment, and machinery		
a) List:		
b) Identify any areas, tools, etc. that the worker may be required or permitted		
to enter or use:		
c) List any permissions, procedures, and personal protective		
equipment required:		
4. Hazards in the worker's work area and job, how they could cause harm,		
and what precautions must be taken. Examples:		
a) Dangerous tools, equipment, or machinery, moving parts, and		
so forth (list below):		
b) Dangerous processes, procedures, and jobs — including infrequently		
performed tasks:		
c) Dangerous situations, such as working alone:		
d) Hazards of shift work (see the Division publication, Managing Shift Work):		

Topic	COVERED	
	YES	NO
5. Chemical hazards		
a) Dangerous chemicals to which the worker could be exposed and how		
they may cause harm:		
b) Handling, labelling, and transportation procedures:		
c) Location of Material Safety Data Sheets (MSDSs):		
d) Generic and workplace-specific WHMIS training to be offered:		
e) Training about the content of MSDSs, container labels, and associated		
safe work practices required by regulation 318:		
6. Biological hazards		
a) Biological substances to which the worker could be exposed and how		
they may cause harm:		
b) Handling, labelling, and transportation requirements:		
7. Any other industry-specific hazards not already covered:		

Topic	COVERED	
	YES	NO
8. Procedures, policies, plans, and programs that the employer must have		
at the place of employment		
a) Procedures		
i) Discuss any required work procedures, such as procedures for locking		
out equipment under regulation 139 or controlling flammable substances		
under regulation 363:		
b) Policies		
i) Harassment policy		
(1) Define harassment		
(2) Review policy requirements and provide a copy of policy		
(3) Discuss how to deal with harassment complaints and who to contact		
ii) Violence policy (review policy, determine risk to worker, and check		
the appropriate box)		
(1) high risk		
a) review policy, discuss procedures, and provide a copy of any		
written procedures		
(2) medium risk		
a) review policy and discuss applicable procedures		
(3) low risk		
a) review policy		
iii) Employer's computer use policy		
(1) conditions for using the organization's computers		
(2) hazards of computer use		
a) repetitive strain injuries (RSIs)		
i) how caused		
ii) how to recognize the symptoms		
iii) how to report an RSI		
b) eye strain		

Topic	COVERED	
	YES	NO
(3) requirements of A Code of Practice for Video Display Terminals,		
published by the Division		
(4) how to set up a computer work station correctly		
(5) where to go for help		
iv) Smoking		
c) Plans		
Discuss any required plans, such as an infection control plan required		
by regulation 85 or a hearing conservation plan set out under		
regulation 114:		
d) Programs		
i) Requirements of any Occupational Health and Safety Program at the		
workplace required by section 13 of the Act and regulation 22		
ii) Requirements of any other programs established by the employer		
at the workplace		
9. Where to find a copy of *The Occupational Health and Safety Act* and		
***The Occupational Health and Safety Regulations*.**		
10. The worker's right to know, participate, and refuse, including		
procedures for filing a refusal to work.		

Topic	COVERED	
	YES	NO
11. Responsibilities of the worker to:		
a) work and act safely		
i) follow safe work procedures		
ii) report hazards		
iii) use required personal protective equipment		
b) not participate in harassment		
c) know and comply with the legislation		
d) co-operate with the workplace's committee or representative		
12. Any regulations applying to the worker's work that have not already		
been discussed:		
13. Any additional standards applying to the worker's work, such as		
industry best practices, use of forklifts or other equipment, and how to		
inspect tools, equipment, or machinery:		
14. Anything else the worker must know:		

Topic	COVERED	
	YES	NO
15. The local occupational health committee or worker occupational health		
and safety representative.		
a) Committee co-chairpersons, locations, and phone numbers:		
i) Employee:		
ii) Management:		
b) Committee members (or representative) locations, and phone numbers		
in the worker's area are:		
i) Employee member:		
ii) Management member:		
c) Location of the committee bulletin board where minutes are posted.		
16. Procedure for dealing with health and safety concerns:		
a) Control the hazard if he or she has the authority, training, and experience		
to do so.		
b) If they can't control the hazard, report it to the supervisor for		
corrective action.		
c) If the problem is not corrected, contact the occupational health		
committee or worker health and safety representative.		

Employee's signature _____

Supervisor's signature _____

Copy given to worker _____

Date _____

Legislation

Act

Duty to provide information

9(1) In this section, **"required information"**:

(a) means any information that an employer, contractor, owner or supplier knows or may reasonably be expected to know, and that:

(i) may affect the health or safety of any person who works at a place of employment; or

(ii) is necessary to identify and control any existing or potential hazards with respect to any plant or any process, procedure, biological substance or chemical substance used at a place of employment; and

(b) includes any prescribed information.

(2) Subject to section 10 and Part VI, an employer shall provide all required information to the following at a place of employment:

(a) the occupational health committee;

(b) the occupational health and safety representative; or

(c) the workers, where there is no occupational health committee and no occupational health and safety representative.

(3) Subject to Part VI, a contractor shall provide all required information to:

(a) every employer and self-employed person with whom the contractor has a contract; and

(b) any occupational health committee established by the contractor.

(4) Subject to Part VI, an owner of a plant used as a place of employment shall provide all required information to every contractor, every employer who employs workers who work in or on the plant and every self-employed person who works in or on the plant.

(5) Subject to Part VI, every supplier shall provide prescribed written instructions and any other prescribed information to every employer to whom the supplier supplies any prescribed biological substance, chemical substance or plant.

Regulations

Duty of employer or contractor to provide information

15 An employer or contractor shall:

(a) make readily available for reference by workers a copy of:

(i) the Act;

(ii) any regulations made pursuant to the Act that apply to the place of employment or to any work done there; and

(iii) any standards adopted in the regulations that address work practices or procedures and that apply to the place of employment or to any work done there; and

(b) where the information mentioned in clause (a) or in section 9 of the Act will be posted, provide a suitable bulletin board to be used primarily to post information on health and safety related to the place of employment.

Duty of contractor to inform

16(1) A contractor shall give notice in writing to every employer, worker or self-employed person at the place of employment, setting out:

(a) the name of the person who is supervising the work on behalf of the contractor;

(b) any emergency facilities provided by the contractor for the use of the employers' workers or self-employed persons; and

(c) the existence of a committee or representative, if any, at the place of employment and the means to contact the committee or representative.

(2) Subsection (1) applies only to contractors at major construction projects and to contractors involved in those activities to which Part XXIX applies.

Supervision of work

17(1) An employer or contractor shall ensure that:

(a) all work at a place of employment is sufficiently and competently supervised;

(b) supervisors have sufficient knowledge of all of the following with respect to matters that are within the scope of the supervisor's responsibility:

(i) the Act and any regulations made pursuant to the Act that apply to the place of employment;

(ii) any occupational health and safety program at the place of employment;

(iii) the safe handling, use, storage, production and disposal of chemical and biological substances;

(iv) the need for, and safe use of, personal protective equipment;

(v) emergency procedures required by these regulations;

(vi) any other matters that are necessary to ensure the health and safety of workers under their direction; and

(c) supervisors comply with the Act and any regulations made pursuant to the Act that apply to the place of employment and ensure that the workers under their direction comply with the Act and those regulations.

(2) A supervisor shall ensure that the workers under the supervisor's direction comply with the Act and any regulations made pursuant to the Act that apply to the place of employment.

Duty to inform workers

18 An employer shall ensure that each worker:

(a) is informed of the provisions of the Act and any regulations pursuant to the Act that apply to the worker's work at the place of employment; and

(b) complies with the Act and those regulations.

Training of workers

19(1) An employer shall ensure that a worker is trained in all matters that are necessary to protect the health and safety of the worker when the worker:

(a) begins work at a place of employment; or

(b) is moved from one work activity or worksite to another that differs with respect to hazards, facilities or procedures.

(2) The training required by subsection (1) must include:

(a) procedures to be taken in the event of a fire or other emergency;

(b) the location of first aid facilities;

(c) identification of prohibited or restricted areas;

(d) precautions to be taken for the protection of the worker from physical, chemical or biological hazards;

(e) any procedures, plans, policies and programs that the employer is required to develop pursuant to the Act or any regulations made pursuant to the Act that apply to the worker's work at the place of employment; and

(f) any other matters that are necessary to ensure the health and safety of the worker while the worker is at work.

(3) An employer shall ensure that the time spent by a worker in the training required by subsection (1) is credited to the worker as time at work, and that the worker does not lose pay or other benefits with respect to that time.

(4) An employer shall ensure that no worker is permitted to perform work unless the worker:

(a) has been trained, and has sufficient experience, to perform the work safely and in compliance with the Act and the regulations; or

(b) is under close and competent supervision.

Resources

Use this information to help find information, to make your organization healthier and safe, and to make orientations more effective.

Examples of Sources of Health and Safety Information	
Organization	**Website**
The American National Standards Institute (ANSI)	http://www.ansi.org/
Canadian Association of Drilling Contractors (CAODC)	http://www.caodc.ca/
The Canadian Centre for Occupational Health and Safety (CCOHS)	http://www.ccohs.ca/
The Canadian Standards Association (CSA)	http://www.csa.ca/
Health Canada	http://www.hc-sc.gc.ca/hppb/srh/e_publications.html
National Fire Prevention Act (NFPA) and the National Fire Code	http://www.nfpa.org/
National Institute for Occupational Safety and Health (NIOSH)	http://www.cdc.gov/niosh/
The International Standards Organization (ISO)	http://www.iso.org/
Legislation (occupational health and safety, public health, municipal bylaws, and so forth)	http://www.qp.gov.sk.ca/
Manufacturers' and suppliers' recommendations (MSDSs, supplier labels, users' guides, etc)	http://www.cma.org/
Queen's Printer	http://www.qp.gov.sk.ca/
Saskatchewan Labour	http://www.labour.gov.sk.ca/

Saskatchewan Safety Associations and Contacts

C6
330-3303 Hillsdale Street
Regina, Saskatchewan S4S 6W9
Phone: (306) 721-0688 Fax: (306) 721-2200

Prairie Implement Manufacturers Association (PIMA)
#8, 2241 Hanselman Avenue
Saskatoon, Saskatchewan S7L 6P7
Phone: (306) 978-7462 Fax: (306) 978-7463

Saskatchewan Association of Health Organizations (SAHO)
1445 Park Street
Regina, Saskatchewan S4N 4C5
Phone: (306) 347-5571 Fax: (306) 347-5908

Saskatchewan Forest Industries Safety Association
#9 – 184 South Industrial Drive
Prince Albert, Saskatchewan S6V 7L8
Phone: (306) 764-5582 Fax: (306) 764-6601

Saskatchewan Construction Safety Association
1939 Elphinstone Street
Regina, Saskatchewan S4T 3N3
Phone: (306) 525-0171 Fax: (306) 347-8595

Saskatchewan Construction Safety Association
2365 Avenue C North
Saskatoon, Saskatchewan S7L 5X5
Phone: (306) 652-0907 Fax: (306) 652-0923
1-800-817-2081

Saskatchewan Heavy Construction Safety Association
445 Hoffer Street
Regina, Saskatchewan S4N 6E2
Phone: (306) 729-3060 Fax: (306) 729-3062

Saskatchewan Heavy Construction Safety Association
231 Stechisihin Crescent
Saskatoon, Saskatchewan S7K 5P6
Phone: (306) 222-2958 Fax: (306) 242-9944

Saskatchewan Meat Industry Safety Association
2365 Ave C North
Saskatoon, Saskatchewan S7K 5X5
Phone: (306) 933-9688 Fax: (306) 955-9684

Saskatchewan Professional Drivers' Safety Council Inc.
#14, 395 Park Street
Regina, Saskatchewan S4N 5B2
Phone: (306) 924-2015 Fax: (306) 543-2801

Service and Hospitality Safety Association of Saskatchewan
c/o 1054 Winnipeg Street,
Regina, Saskatchewan S4N 8P8
Phone: (306) 522-5499 Fax: (306) 525-1944

Service and Hospitality Safety Association of Saskatchewan
c/o 2365 Avenue C North,
Saskatoon, Saskatchewan S7L 5Z5
Phone: (306) 955-1349 Fax: (306) 955-0726

Other Resources . . .

Workers' Compensation Board
Prevention, Safety and Return to Work
200 – 1881 Scarth Street
Regina, Saskatchewan S4P 4L1
Phone: (306) 787-6916
Toll Free: 1-800-667-7590
Fax: (306) 787-4256
Toll Free: 1-888-844-7773

Saskatchewan Safety Council
445 Hoffer Drive
Regina, Saskatchewan S4N 6E2
Phone: (306) 757-3197 Fax: (306) 569-1907